

**MINUTE OF MEETING - PARTICK HOUSING ASSOCIATION BOARD
HELD IN THE PHA BOARDROOM, UNIT 5, 22 MANSFIELD STREET
6.15pm WEDNESDAY 17 MAY 2017**

Present: Leslie Milne (Chair)
Annette Bonar
Margaret Burke
Alastair Firth
Alan Howie
Iain Mackenzie
Janet Naphine
Helen Turner
Jennifer Young

Apologies: Iain Nicolson (Vice Chair)

Attending: Stewart MacKenzie, Chief Executive
Georgina Kent, Operations Director
Nick Ronan, Property Director
Jacqueline McCutcheon, Corporate Services Manager
R Grant, Corporate Services Officer (Minute Secretary)
Lorna Shaw, Research Resource (Guest Speaker – Item 2 only)
Yvonne MacQuarrie, Observer

<p>Item 1</p>	<p>Chair's Welcome The Chair welcomed everyone to the meeting and introduced Lorna Shaw, from Research Resource, who would be presenting her findings to Board on Item 2 and Yvonne MacQuarrie who was recently recruited as a new Board member and was taking the opportunity to observe the Board meeting. The Chair outlined the fire evacuation procedures for those attending.</p> <p>Apologies Apologies were noted as detailed above.</p> <p>Declaration of Interests No interests were declared.</p>	
<p>Item 2</p>	<p>Partick Housing Needs and Demand Survey - Presentation</p> <p>PHA commissioned Research Resource to conduct a survey to understand the housing needs and aspirations of socially rented and privately rented tenants as well as homeowners in the area.</p> <p>Lorna Shaw reported that a total of 400 face to face interviews took place during February and March 2017 and summarised the findings as follows:</p> <ul style="list-style-type: none"> • Partick is a popular, settled area with strong demand across all tenures; 	

	<ul style="list-style-type: none"> • Mostly small households were surveyed – so scope to target services and new housing supply accordingly; • Significant number of retired households particularly amongst those who own outright; • Younger and economically active households most prevalent amongst the private rented sector and those buying with a mortgage – however there are some affordability challenges and scope for new supply; • There are some households with disabilities, especially amongst PHA tenants and those who own outright, but only a very small proportion of these expressed a need or desire to move; and • There is a need to extrapolate the figures further to project the albeit small number of households that are inadequately housed and where market intervention could make an impact. <p>The Board agreed that there should be further analysis by officers to inform future new build proposals. A more detailed report with recommendations should be presented to Board in the autumn for the Board's consideration.</p> <p>The Chair thanked Lorna for presenting her research findings and Lorna left the meeting at 6.45pm.</p>	
<p>Item 3 Doc 1</p>	<p>Approval of previous minutes (22 March 2017) The minute of 22 March 2017 was proposed as a true record by Alastair Firth and seconded by Iain Mackenzie. The previous minute was approved.</p>	
<p>Item 4 Doc 2</p>	<p>Review of Action Tracker Board noted the Action Tracker.</p>	
<p>Item 5 Dec 1</p>	<p>Annual Board Performance Review The Chair summarised his report and outlined the format of the Board appraisal process proposed for 2017. He explained that every second year an in-depth review of both Boards takes place and this is the format that will be taking place this year. The appraisal process will be conducted over the next two months.</p> <p>Board Re-election The Chair explained that the rules of the Association stated that one third of the Board (3 members) should retire. Alastair Firth had the longest service and would be retiring and the Chair asked for two other members to volunteer for re-election, or alternately lots would be drawn. As the number of members standing for re-election will be less than the number of vacancies the members nominated will be automatically re-elected. Jennifer Young and Helen Turner volunteered to stand for re-election alongside Alastair Firth.</p>	

	<p>Board Recruitment</p> <p>The Chair updated the Board on the ongoing recruitment for both PHA and PWL Boards. After a shortlisting and interview process Yvonne MacQuarrie and David Downie had been successfully identified as potential PHA Board members who would be formally nominated in time for the AGM. There will be a further update to the Board if suitable PWL candidates are identified.</p> <ol style="list-style-type: none"> 1. The Board approved the process for carrying out Board appraisals, succession planning and training during the course of 2017/18; and 2. The Board noted the content of the report. 	
<p>Item 6 Dec 2</p>	<p>Annual Return on the Charter (ARC) 2016/17 Submission & Quarter 4 Performance Update</p> <p>GK asked the Board to review the performance indicators for the 2016/17 financial year and approve submission of the ARC results to the Scottish Housing Regulator (SHR). GK highlighted the following areas:</p> <p>Void Management</p> <p>The focus in 2017/18 will be on improving this figure as although the void rent loss and re-let time are relatively modest, this is an area where performance improvements can be made.</p> <p>Arrears Management</p> <p>This was an area of good performance with a total of 2.6% rent arrears of annual rent due. This figure is 0.6% lower than reported in 2015/16.</p> <p>Repairs and Maintenance</p> <p>GK explained that PHA is a top performer compared to other housing associations and the figures for 2016/17 showed excellent performance.</p> <p>Complaints</p> <p>The Customer Satisfaction Survey showed a 96% satisfaction rate in 2016, which was consistent with the relatively low number of complaints received. The number of formal complaints received in 2015/16 was 53 and 26 for 2016/17. This may be due to the way we record complaints but also in the way we proactively use customer feedback to learn and improve services.</p> <ol style="list-style-type: none"> 1. The Board approved the submission of the Annual Return on the Charter (ARC) 2016/17 to the Scottish Housing Regulator; 2. The Board approved delegating responsibility to the Chair and Chief Executive to review and approve the information in the ARC prior to submission to the SHR; 3. The Board noted the 2016/17 Quarter 4 Performance Update; and 4. The Board noted the content of the report. 	

	The Board took a 10 minute break.	
Item 7 Dec 3	Confidential Report	
Item 8 Dec 4	<p>CEO Report SMK summarised the headlines from this report.</p> <p>Pensions Update SHAPS Pension Committee are seeking feedback on whether PHA would favour either an Employer Committee only or an Employer Committee and a Scheme Committee. It was agreed that LM, SMK, AH and EH will present their recommendations for consideration at the next Board meeting.</p> <p>Scottish Housing Regulator (SHR) SHR has written to the Chair to confirm that they have decided they will have a low level of engagement with PHA.</p> <p>Investment Short Life Working Group (SLWG) The set up of a SLWG was proposed which would comprise of both PHA and PWL Board representatives who would have a remit to consider development, asset management, acquisitions and disposals. SMK will report back to the Board with proposals for consideration.</p> <p>PHA/PWL Remits There was discussion on whether community projects should be part of PWL's remit instead of PHA in order to maintain and develop strong community links. This is to be considered further.</p> <ol style="list-style-type: none"> 1. The Board agreed to establish an Investment Short Life Working Group; 2. The Board agreed in principle that Community Projects could in future be part of PWL's remit; and 3. The Board noted the content of the report. 	
Item 9 Mem 1	Shareholder Membership Applications	
	The Board approved the new shareholder membership applications detailed within the Board report.	
AOCB	Margaret Burke took the opportunity to update the Board on the proposals to upgrade Byres Road. The planned works are not scheduled to start until August 2018 and local community groups are being asked for their ideas. Margaret will report back to the Board when there is more information available.	
	The Chair thanked everyone for their attendance and the meeting closed at 8.40pm.	